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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Gregory L. Trauth et al.

Atty Dkt: 47128-00011USPT

Serial No.: Unassigned

Group Art: Unknown

Filed: November 15, 2001

Examiner: Unknown

Title: CUSTOMER COMPLAINT ALERT  
SYSTEM AND METHOD

J1036 U.S. PTO  
09/998941



INFORMATION DISCLOSURE STATEMENT  
UNDER 37 C.F.R. §§1.97 and 1.98

CERTIFICATE OF MAILING  
37 C.F.R. 1.8

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. on the date indicated below:

Commissioner for Patents  
Washington, D.C. 20231

11-15-01 *Mameen Nilla Hammond*  
Date Signature

Dear Commissioner:

In compliance with the duty of disclosure under 37 C.F.R. §1.56, it is respectfully requested that this Information Disclosure Statement be entered and the reference(s) listed on attached Form PTO-1449 be considered by the Examiner and made of record.

This application claims the benefit of priority from United States Provisional Application Serial No. 60/278,220, filed March 23, 2001 entitled "Customer Complaint Alert System And Method."

In accordance with 37 C.F.R. § 1.98(d), copies of the listed references are enclosed.

The applicants would like to make the Examiner aware of the following applications that are being pursued by the assignee of the present application:

Application No.	Date Filed	Title
0109920.9	4/23/01	Universal Electronic Wallet (Great Britain)

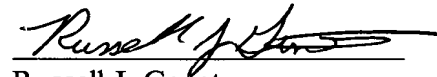
In accordance with 37 C.F.R. § 1.98(a)(2)(iii), a copy of the above-referenced Great Britain Patent Application Serial No. 0109920.9, is also enclosed.

In accordance with 37 C.F.R. §§ 1.97(g),(h), this Information Disclosure Statement is not to be construed as a representation that a search has been made, and is not to be construed to be an admission that the information disclosed is, or is considered to be, prior art with respect to the present application or material to patentability as defined in 37 C.F.R. §§ 1.56.

Accordingly, no fees are believed to be due in connection with the filing of this Information Disclosure Statement. However, should any fees be deemed necessary (except payment of the issue fee), the Commissioner is authorized to charge any deficiency or to credit any over payment to Jenkins & Gilchrist Account No. 10-0447/47128-00011USPT.

Dated: November 15, 2001

Respectfully submitted,



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